

AMENDMENTS TO THE CLAIMS

The listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims

1. (Currently Amended) A workforce management system, the system comprising:
a processor; and

a memory, containing a workforce planning program that, when executed, causes the
workforce management system to:

obtain, from a communication switch, a first call-history statistic of a first period of time,
the first call-history statistic being generated by and stored within the communication switch,

obtain, from a call center, a first work-history statistic of the first period of time, the first
work-history statistic being generated by and stored within the call center,

process at least one of the first call-history statistic and the first work-history statistic,
generate a first past performance report comprising a first past performance statistic, and
process a first work-planning input together with the first past performance report, in
order to generate a forecast report comprising a first predictive workforce statistic

A workforce-planning-system, the system comprising:

logic configured to obtain from a communication switch, a first call-history statistic of a
first period of time;

logic configured to obtain from a call center, a first work-history statistic of the first
period of time;

logic configured to process at least one of the first call-history statistic and the first work-
history statistic; and

logic configured to generate a performance report comprising a first past performance statistic.

2. (Original) The system of claim 1, wherein the first call-history statistic comprises a total number of calls routed by the communication switch to the call center over the first period of time.

3. (Original) The system of claim 1, wherein the first call-history statistic comprises a total number of a first type of calls routed by the communication switch to the call center over the first period of time.

4. (Original) The system of claim 1, wherein the first work-history statistic comprises an actual work time of the call center over the first period of time, and the first past performance statistic is a first workforce occupancy.

5. (Cancelled)

6. (Currently Amended) The system of claim 1 [[5]], wherein the first work-planning input comprises at least one of a first number of operators over a first forecast period, a change in call volume over the first forecast period, an attendance statistic of the first number of operators over the first forecast period, and a performance statistic of the first number of operators over the first forecast period.

7. (Currently Amended) The system of claim 1 [[5]], wherein the first predictive workforce statistic comprises at least one of an actual work time of a first number of operators over a first forecast period, an occupancy of the first number of operators over the first forecast period, and a forecast of a number of operators required for call handling during the first forecast period.

8. (Cancelled)

9. (Currently Amended) The system of claim 1 [[5]], wherein the first work-planning input comprises a first number of operators during a first forecast period and a second number of operators during a second forecast period.

10. (Cancelled)

11. (Currently Amended) The system of claim 1 [[5]], wherein the first work-planning input comprises a first number of operators having a first level of performance during a first forecast period and a second level of performance during a second forecast period.

12. (Cancelled)

13. (Currently Amended) A method of workforce planning in a workforce management system, the method comprising:

obtaining from a communication switch, a first call-history statistic of a first period of time, the first call-history statistic being generated by and stored within the communication switch;

obtaining from a call center, a first work-history statistic of the first period of time, the first work-history statistic being generated by and stored within the call center;

processing at least one of the first call-history statistic and the first work-history statistic;

[[and]]

generating a first past performance report comprising a first past performance statistic,
and

processing a first work-planning input together with the first past performance report, in order to generate a forecast report comprising a first predictive workforce statistic.

14. (Original) The method of claim 13, wherein the first call-history statistic comprises a total number of calls routed by the communication switch to the call center over the first period of time.

15. (Original) The method of claim 13, wherein the first call-history statistic comprises a total number of a first type of calls routed by the communication switch to the call center over the first period of time.

16. (Original) The method of claim 13, wherein the first work-history statistic comprises an actual work time of the call center over the first period of time, and the first past performance statistic is a first workforce occupancy.

17. (Cancelled)

18. (Currently Amended) The method of claim 13 [[17]], wherein the first work-planning input comprises at least one of a first number of operators over a first forecast period, a change in call volume over the first forecast period, an attendance statistic of the first number of operators over the first forecast period, and a performance statistic of the first number of operators over the first forecast period.

19. (Currently Amended) The method of claim 13 [[17]], wherein the first predictive workforce statistic comprises at least one of an actual work time of a first number of operators over a first forecast period, an occupancy of the first number of operators over the first forecast period, and a forecast of a number of operators required for call handling during the first forecast period.

20. (Cancelled)

21. (Currently Amended) The method of claim 13 [[17]], wherein the first work-planning input comprises a first number of operators during a first forecast period and a second number of operators during a second forecast period.

22. (Cancelled)

23. (Currently Amended) The method of claim 13 [[17]], wherein the first work-planning input comprises a first number of operators having a first level of performance during a first forecast period and a second level of performance during a second forecast period.

24. (Cancelled)

25. (Currently Amended) A ~~workforce planning system stored on a tangible~~ computer-readable medium encoded with a workforce planning system computer program, the system comprising which when executed:

~~computer-readable code that~~ obtains from a communication switch, a first call-history statistic of a first period of time, the first call-history statistic being generated and stored within the communication switch;

~~computer-readable code that~~ obtains from a call center, a first work-history statistic of the first period of time, the first work-history statistic being generated and stored within the call center;

~~computer-readable code that~~ processes at least one of the first call-history statistic and the first work-history statistic; and

~~computer-readable code that~~ generates a first past performance report comprising a first past performance statistic, and

processes a first work-planning input together with the first past performance report, in order to generate a forecast report comprising a first predictive workforce statistic.

26. (Currently Amended) The medium system of claim 25, wherein the first call-history statistic comprises a total number of calls routed by the communication switch to the call center over the first period of time.

27. (Currently Amended) The medium system of claim 25, wherein the first call-history statistic comprises a total number of a first type of calls routed by the communication switch to the call center over the first period of time.

28. (Currently Amended) The medium system of claim 25, wherein the first work-history statistic comprises an actual work time of the call center over the first period of time, and the first past performance statistic is a first workforce occupancy.

29. (Cancelled)

30. (Currently Amended) The medium system of claim 25 [[29]], wherein the first work-planning input comprises at least one of a first number of operators over a first forecast period, a change in call volume over the first forecast period, an attendance statistic of the first number of operators over the first forecast period, and a performance statistic of the first number of operators over the first forecast period.

31. (Currently Amended) The medium system of claim 25 [[29]], wherein the first predictive workforce statistic comprises at least one of an actual work time of a first number of operators over a first forecast period, an occupancy of the first number of operators over the first

forecast period, and a forecast of a number of operators required for call handling during the first forecast period.

32. (Cancelled)

33. (Currently Amended) The medium system of claim 25 [[29]], wherein the first work-planning input comprises a first number of operators during a first forecast period and a second number of operators during a second forecast period.

34. (Cancelled)

35. (Currently Amended) The medium system of claim 25 [[29]], wherein the first work-planning input comprises a first number of operators having a first level of performance during a first forecast period and a second level of performance during a second forecast period.

36. (Cancelled)